

# **DBHDS Behavioral Health Update and Priorities**

Behavioral Health Subcommittee  
Joint Commission on Health Care  
August 20, 2014

**Debra Ferguson, Ph.D.**  
Commissioner  
Virginia Department of Behavioral  
Health and Developmental Services

- DBHDS Core Principles
- Mental Health Law Changes and Update
- Psychiatric Bed Registry Demonstration and Update
- DBHDS Vision and Transformation

# Core Principles

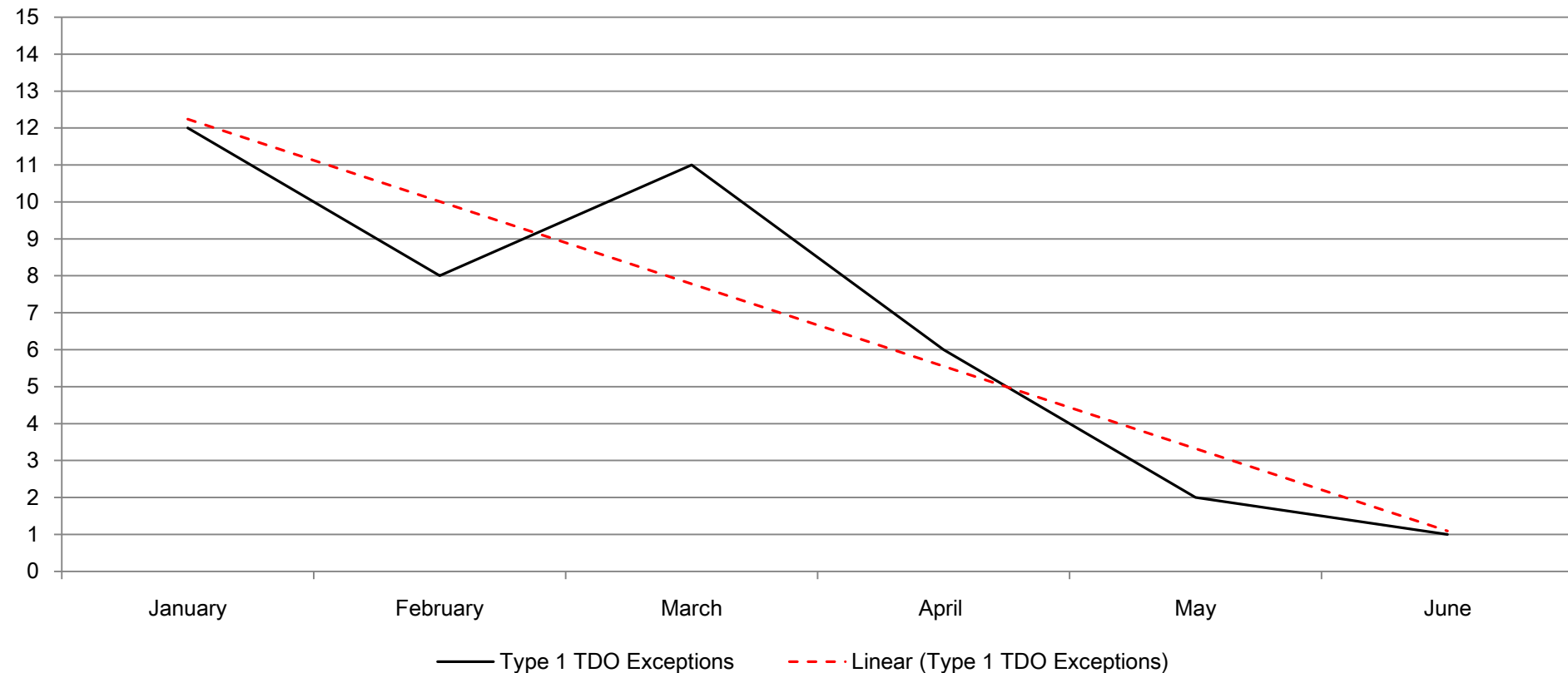
- Individuals can and do recover from mental illness and substance use disorders.
- Across the entire Commonwealth, Virginians should have access to quality mental health services.
- Interventions should be focused on prevention and early intervention.
- Services must be individualized, consumer-driven and family-focused.
- To best promote recovery, interventions should be holistic, and include necessary primary health care, housing and employment supports.

# New Mental Health Laws and Operational Changes

- Change in the emergency custody order (ECO) and the temporary detention order (TDO) period.
- Mandated communication among state hospitals, CSBs and law enforcement.
- Updated medical clearance guidelines.
- Update regional protocols for CSBs and state hospitals.
- State-operated psychiatric hospitals are “last resort.”
- Bed registry implementation and monitoring.

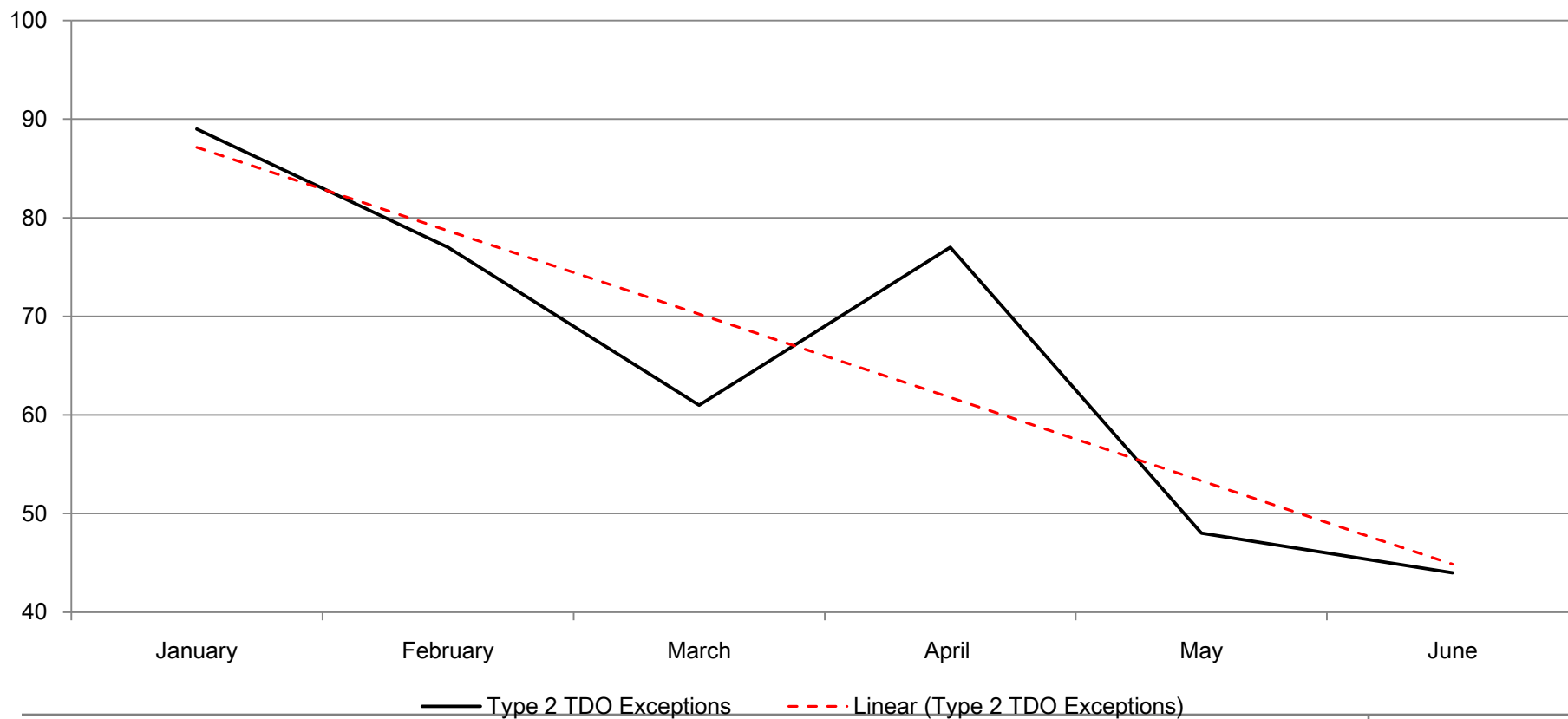
# Reported Type I Events

Year-to-Date  
Type 1 TDO Exceptions  
January - June 2014



# Reported Type II Events

Year-to-Date  
Type 2 TDO Exceptions  
January - June 2014



# Change in ECO and TDO Periods

## **Emergency Custody Order Period**

- Changed from 4 hours with a possible 2 hour extension to a maximum of 8 hours.
- No extension in the ECO period.
- Began tracking exceptions to prior standard in January and collecting data on exceptions.

## **Temporary Detention Order Period**

- Maximum changed from 48 to 72 hours.

# Mandatory Communication

New laws direct when:

- Law enforcement contacts CSB.
- CSB contacts primary state hospital.
- Individuals are informed in writing of the ECO/TDO process.



# Medical Clearance Guidelines

- Updated these guidelines to reflect the level of medical care state hospitals are capable of providing.
- Guidance emphasizes physician to physician communication.
- Working with EDs to ensure that state hospitals can provide the care required of an incoming admission.
- New legislation did not contemplate medical issues or intend for transfer without regard for medical stability.
  - May need statutory revision to clarify this point.

# Revised Regional Protocols

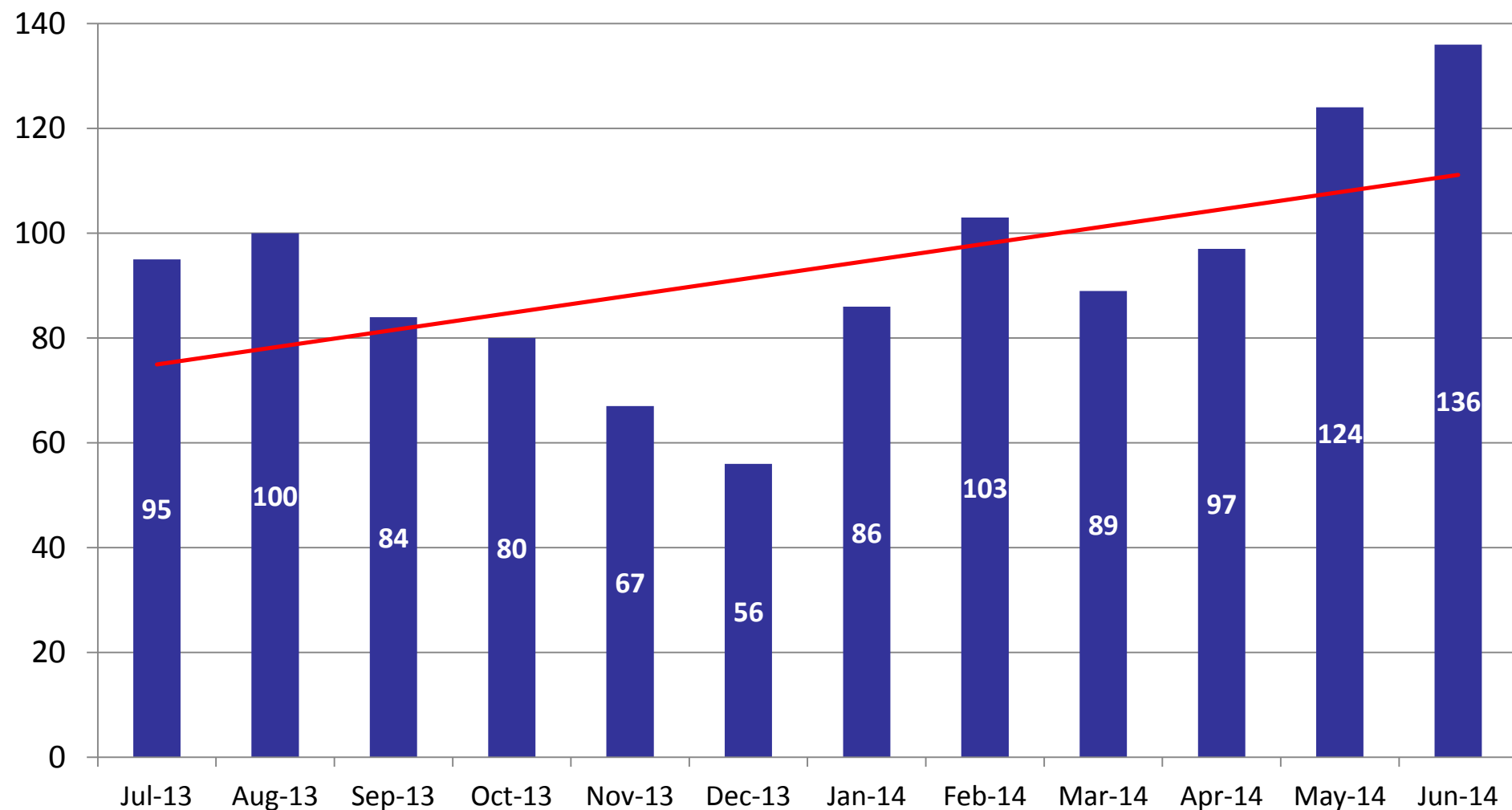
- Outline regional protocols for emergency services.
- Ensure that updated, correct information is available throughout the region.
- Identify emergency contacts within CSBs, private hospitals and state hospitals.
- Require CSB reporting of TDO exceptions to DBHDS.

# State Hospitals as Last Resort

- DBHDS worked to address these issues in advance of the effective date of the legislation to the extent possible.
- Conducted a “soft launch” of the new legislation to identify pressure points and resolve them.
- State hospital admissions increased 20% in the first half of calendar year 2014.
- Concerns about capacity and medical clearance.
- DBHDS received \$12.9M over the biennium for 50 additional beds at designated state hospitals.

# Impact on State Hospitals

## Adult Civil TDOs FY 2014



# Psychiatric Bed Registry

## VIRGINIA ACUTE PSYCHIATRIC AND CSB BED REGISTRY

Notwithstanding the information provided on this Psychiatric Bed Registry, bed availability is subject to verification of a facility's current status and the particular clinical needs of the consumer for whom a bed is being sought.

[Home](#) [Search ▾](#) [Searchers ▾](#) [Updaters ▾](#) [Facil. Reports ▾](#) [Reports ▾](#) [Help ▾](#) [Log Out](#)

Welcome, *Bill O'Bier*



The purpose of this website is to help Community Service Board and hospital placement staff locate potentially available psychiatric beds for the temporary detention and treatment of individuals who meet the criteria for temporary detention pursuant to § 37.2-809.

This website is not intended to replace a facility's admission process and does not collect information on individual patients.



Search available  
psychiatric beds by  
specific type



Search information on  
favorite facilities



My Facility Detail

# Registry Search Capabilities

## SEARCH AVAILABLE PSYCHIATRIC BEDS

*Search for Available Psychiatric Beds*

Select Region and Facility Type		Bed Criteria				
<input type="checkbox"/> All Region <input type="checkbox"/> Region 1: Northwestern VA <input type="checkbox"/> Region 2: Northern VA <input type="checkbox"/> Region 3: Southwestern VA <input type="checkbox"/> Region 4: Central VA <input type="checkbox"/> Region 5: Eastern VA <input type="checkbox"/> Region 6: Southern Region <input type="checkbox"/> Region 7: Catawba Region	<input checked="" type="checkbox"/> State Hosp <input checked="" type="checkbox"/> CSU <input checked="" type="checkbox"/> Hosp	<b>Select Age Category*</b> <input type="radio"/> Child <input type="radio"/> Adolescent <input type="radio"/> Adult <input type="radio"/> Geriatric  <small>*Age ranges may vary by facility</small>	<b>Select Gender</b> <input type="radio"/> Male <input type="radio"/> Female  <b>Select Type</b> <input type="radio"/> Locked <input type="radio"/> Open			
Optional: Select Facility		Hospital Criteria				
<input type="checkbox"/> Accepts TDO						
<div>Special Payer Types Accepted</div> <table border="0"> <tr> <td> <input type="checkbox"/> Straight Medicaid  <input type="checkbox"/> FAMIS  <input type="checkbox"/> FAMIS PLUS  <input type="checkbox"/> Virginia Premier  <input type="checkbox"/> Healthkeepers Plus  <input type="checkbox"/> Healthkeepers Plus MCO  <input type="checkbox"/> Southern Health/Carenet  <input type="checkbox"/> Optima  <input type="checkbox"/> Optima Family Care MCO             </td> <td> <input type="checkbox"/> Amerigroup  <input type="checkbox"/> LIPOS  <input type="checkbox"/> EPSDT Medicaid  <input type="checkbox"/> Anthem  <input type="checkbox"/> Tricare  <input type="checkbox"/> Medicare  <input type="checkbox"/> Aetna  <input type="checkbox"/> Cigna  <input type="checkbox"/> Humana             </td> <td> <input type="checkbox"/> Value Options  <input type="checkbox"/> Kaiser Permanente  <input type="checkbox"/> Magellan  <input type="checkbox"/> Lifesynch  <input type="checkbox"/> United Behavioral Health  <input type="checkbox"/> United Healthcare  <input type="checkbox"/> Veteran Admin Fee For Service             </td> </tr> </table>				<input type="checkbox"/> Straight Medicaid <input type="checkbox"/> FAMIS <input type="checkbox"/> FAMIS PLUS <input type="checkbox"/> Virginia Premier <input type="checkbox"/> Healthkeepers Plus <input type="checkbox"/> Healthkeepers Plus MCO <input type="checkbox"/> Southern Health/Carenet <input type="checkbox"/> Optima <input type="checkbox"/> Optima Family Care MCO	<input type="checkbox"/> Amerigroup <input type="checkbox"/> LIPOS <input type="checkbox"/> EPSDT Medicaid <input type="checkbox"/> Anthem <input type="checkbox"/> Tricare <input type="checkbox"/> Medicare <input type="checkbox"/> Aetna <input type="checkbox"/> Cigna <input type="checkbox"/> Humana	<input type="checkbox"/> Value Options <input type="checkbox"/> Kaiser Permanente <input type="checkbox"/> Magellan <input type="checkbox"/> Lifesynch <input type="checkbox"/> United Behavioral Health <input type="checkbox"/> United Healthcare <input type="checkbox"/> Veteran Admin Fee For Service
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<p><small>*You can select more than one facility by holding the ctrl key down</small></p>						
<b>Last Step:</b> <a href="#">Display Facilities With Available Beds</a>		<a href="#">My Search History</a> <a href="#">Advanced Search</a>				

# Bed Registry Search Example

## SEARCH AVAILABLE PSYCHIATRIC BEDS

*Search for Available Psychiatric Beds*

Select Region and Facility Type		Bed Criteria				
<input type="checkbox"/> All Region <input type="checkbox"/> Region 1: Northwestern VA <input type="checkbox"/> Region 2: Northern VA <input type="checkbox"/> Region 3: Southwestern VA <input checked="" type="checkbox"/> Region 4: Central VA <input type="checkbox"/> Region 5: Eastern VA <input type="checkbox"/> Region 6: Southern Region <input type="checkbox"/> Region 7: Catawba Region	<input checked="" type="checkbox"/> State Hosp <input type="checkbox"/> CSU <input checked="" type="checkbox"/> Hosp	<b>Select Age Category*</b> <input type="radio"/> Child <input type="radio"/> Adolescent <input checked="" type="radio"/> Adult <input type="radio"/> Geriatric  <small>*Age ranges may vary by facility</small>	<b>Select Gender</b> <input type="radio"/> Male <input type="radio"/> Female  <b>Select Type</b> <input type="radio"/> Locked <input type="radio"/> Open			
Optional: Select Facility		Hospital Criteria				
<div>             Bon Secours Richmond Community Hospital              Bon Secours St. Mary's Hospital              Central State Hospital              CJW Medical Center              Henrico Doctors' Hospital - Parham Doctors' Hospital              John Randolph Medical Center              Poplar Springs Hospital              Southern Virginia Regional Medical Center              Southside Regional Medical Center              VCU Health System              Commonwealth Center for Children and Adolescents              Piedmont Geriatric Hospital           </div> <p><small>*You can select more than one facility by holding the ctrl key down</small></p>		<input type="checkbox"/> Accepts TDO <div> <b>Special Payer Types Accepted</b> <table border="0"> <tr> <td> <input type="checkbox"/> Straight Medicaid  <input type="checkbox"/> FAMIS  <input type="checkbox"/> FAMIS PLUS  <input type="checkbox"/> Virginia Premier  <input type="checkbox"/> Healthkeepers Plus  <input type="checkbox"/> Healthkeepers Plus MCO  <input type="checkbox"/> Southern Health/Carenet  <input type="checkbox"/> Optima  <input type="checkbox"/> Optima Family Care  <input type="checkbox"/> MCO               </td> <td> <input type="checkbox"/> Amerigroup  <input type="checkbox"/> LIPOS  <input type="checkbox"/> EPSDT  <input type="checkbox"/> Medicaid  <input type="checkbox"/> Anthem  <input type="checkbox"/> Tricare  <input type="checkbox"/> Medicare  <input type="checkbox"/> Aetna  <input type="checkbox"/> Cigna  <input type="checkbox"/> Humana               </td> <td> <input type="checkbox"/> Value Options  <input type="checkbox"/> Kaiser Permanente  <input type="checkbox"/> Magellan  <input type="checkbox"/> Lifesynch  <input type="checkbox"/> United Behavioral Health  <input type="checkbox"/> United Healthcare  <input type="checkbox"/> Veteran Admin Fee For Service               </td> </tr> </table> </div>		<input type="checkbox"/> Straight Medicaid <input type="checkbox"/> FAMIS <input type="checkbox"/> FAMIS PLUS <input type="checkbox"/> Virginia Premier <input type="checkbox"/> Healthkeepers Plus <input type="checkbox"/> Healthkeepers Plus MCO <input type="checkbox"/> Southern Health/Carenet <input type="checkbox"/> Optima <input type="checkbox"/> Optima Family Care <input type="checkbox"/> MCO	<input type="checkbox"/> Amerigroup <input type="checkbox"/> LIPOS <input type="checkbox"/> EPSDT <input type="checkbox"/> Medicaid <input type="checkbox"/> Anthem <input type="checkbox"/> Tricare <input type="checkbox"/> Medicare <input type="checkbox"/> Aetna <input type="checkbox"/> Cigna <input type="checkbox"/> Humana	<input type="checkbox"/> Value Options <input type="checkbox"/> Kaiser Permanente <input type="checkbox"/> Magellan <input type="checkbox"/> Lifesynch <input type="checkbox"/> United Behavioral Health <input type="checkbox"/> United Healthcare <input type="checkbox"/> Veteran Admin Fee For Service
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# Bed Registry Search Results

## AVAILABLE BEDS SEARCH RESULT

Search Result for Available Beds



Comment(s) Saved Successfully

Query # : 49338


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Result Date : 8/4/2014 1:21:57 PM

Region :

Facility Type :

Once finished adding comments to this search result, please click:

[Save Comment Data](#)

Facility	Avail. Beds	Gender	Age	Security	Other Info	Last Update	Facility Contact Name	Patient Zip	Facility Called?	Patient Placed?	Reason Not Placed
Tuckers Pavilion - CJW Medical Center Richmond, VA  Intake Tucker Ph# 804-323-8848 Fax#	12	Any	Adult	Locked		8/4/2014 7:06:11 AM	John Doe	23230	<input checked="" type="radio"/> Yes <input type="radio"/> No Time <input type="text"/> : <input type="text"/> :45 <input checked="" type="radio"/> AM <input type="radio"/> PM	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Pending Time <input type="text"/> : <input type="text"/> <input type="radio"/> AM <input type="radio"/> PM	Comments Medical Screening data was faxed and patient.  (max 1000 characters)
Tuckers Pavilion - CJW Medical Center Richmond, VA  Intake Tucker Ph# 804-323-8848 Fax#	1	Female	Adult	Locked		8/4/2014 7:06:11 AM			<input type="radio"/> Yes <input type="radio"/> No Time <input type="text"/> : <input type="text"/> <input checked="" type="radio"/> AM <input type="radio"/> PM	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Pending Time <input type="text"/> : <input type="text"/> <input type="radio"/> AM <input type="radio"/> PM	Comments  (max 1000 characters)
Central State Hospital Petersburg, VA  Ruth Ann Bates Ph# 804-524-7311 Fax#	13	Any	Adult	Locked	Only on long term care units	8/4/2014 10:37:59 AM			<input type="radio"/> Yes <input type="radio"/> No Time <input type="text"/> : <input type="text"/> <input checked="" type="radio"/> AM <input type="radio"/> PM	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Pending Time <input type="text"/> : <input type="text"/> <input type="radio"/> AM <input type="radio"/> PM	Comments  (max 1000 characters)
<a href="#">Save Comment Data</a>											

Query ID: 49338

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# Anecdotes From the Field

We look to make sure we are updating at least every eight hours (even if there is no change in status) and my staff is instructed to update whenever they are in the registry looking for a bed or when they become aware of a change in our census.

[The bed registry] has been of value on occasion; however, [my CSB] has 4 hospitals with psych beds in our catchment. With this many hospitals, our practice is usually to just call the closest hospital. 90% of the folks that we prescreen will end up at one of these 4 hospitals. If they are full, then we would default to the registry.

You all have done a great job with this project and it looks like it is headed in the right direction. The system still has work to be done because this is not going to fix everything.

We've had CSB pre-screeners call and say they checked a few hours ago and we had no beds but now show available beds and they are confused and wonder if we are updating our registry often enough. We explain that we cannot list a bed as available until the patient has officially been discharged which is why the registry may appear to be updated slowly at times.

# DBHDS Vision for Mental Health

- Grounded in the principles of recovery and resiliency.
- Provides access to high quality services across Virginia.
- Includes well-functioning and responsive emergency services.
- Commits to prevention and early intervention.
- Deflects individuals with mental illnesses from inappropriate service systems (like criminal justice).
- Increased emphasis on children's behavioral health issues: particularly transition age youth.

# DBHDS Transformation

- **Commitment to Best Practices Implementation**
  - Calling on national expertise
  - Incorporating lessons learned from other states
  - Utilizing previous data, studies, and recommendations from former and current task forces and commissions
- **Accountability**
  - New Performance Contract Addendum
  - Bed registry implementation and monitoring
- **Transparency**
  - Information available on new DBHDS website
- **Communication**
  - Commitment to regular communication with stakeholders about changes in practice and policy
- **Collaboration**
  - Working with system partners to incorporate their input

# Transformation Method

- Commissioner-convened small transformation teams focused on four areas (initially):
  - Adult behavioral health,
  - Adult developmental services,
  - Children's behavioral health, and
  - Justice-involved behavioral health and developmental disability services.
- Identify structures and processes to aid, enhance and expand services delivery.
- Report on key deliverables in 6, 12, 18 and 24 months.

# Reports and Studies

- Governor's Taskforce on Improving Mental Health and Crisis Response
- SJ 47 Subcommittee on Mental Health
- SB 627 Workgroup on Training Center Closures

# DBHDS Vision:

## “A Life of Possibilities for All Virginians”

### Our Mission:

“Supporting individuals by promoting recovery, self-determination, and wellness in all aspects of life”